1    currently do is either access a system called APTOS,

2    or they go into another system called Exchange Plus.

3         Exchange Plus is basically a repository for

4    the information that resides in APTOS, and that's

5    updated usually nightly.

6         We have provided for CLCs direct access

7    through CLEO to APTOS to find out feature availability

8    based on switch type or area code and prefix, however

9    they want to search for that information.

10         The third area would be verification of

11   customer street address through the Street Address

12   Guide.

13         Our service representatives in the business

14   office use a system called PREMIS, and that's where they

15   can put in the address information and validate that

16   it's valid information and in Pacific Bell's territory.

17         We've also provided CLC access to the database

18   through CLEO, and they have pretty much the same

19   function, which is to determine address verification.

20         Facilities available.  For measured rate

21   business service, our business office service reps

22   do not do any facilities checking to see if facilities

23   are available.

24         It's not part of the process that we developed

25   for the CLCs.  So the CLCs do not need to reserve

26   facilities in advance when they're placing an order.

27         QDT, also known as quick dial tone.

28   Our business service reps -- business customers do not

1   have QDT available, so it's not available for business

2   and it's not available to our CLCs.

3         It is available on residence lines.  To the

4   extent is that it's available at an address, either the

5   CLC can order it or the Pacific Bell rep can order it

6   the same way.

7         Those are pretty much the preordering

8   databases that our Pacific Bell service representatives

9   interact with to negotiate a service for a customer, and

10  we have given access to the CLCs to those same

11  databases.

12        Ordering gets --

13  MR. HURST:  Can we do preordering first and then

14  ordering?

15  MR. CHAMBERLIN:  The questions around preordering?

16        Yes, sir?

17  MR. GUTIERREZ: John Gutierrez from Continental.

18        You would said that there was a backup system

19  or a library system underneath that, and what was the

20  name of this system?

21  MR. CHAMBERLIN:  There's a repository called

22  Exchange Plus.

23  MR. GUTIERREZ:  And on Exchange Plus, do CLCs have

24  access to that?

25  MR. CHAMBERLIN:  No.

26        They have access to the database that supports

27  Exchange Plus, which is APTOS.

28  MR. GUTIERREZ:  And I'm trying to stay on point

1 here.

2         Would Pacific in its comments be willing

3 to say why, or what the ability -- why that is?

4     MR. CHAMBERLIN: Sure.

5     MS. HOWARD: Yes.

6     MR. SANDOVAL: Eric?

7     MR. ARTMAN: You ran through some of the procedures

8 in a different order than the flow is indicated on

9 page 6 of your March filing.

10         Is there some significance to that, or are

11 those just procedures that all need to be completed

12 during a conversation with the customer and they could

13 be completed in different order?

14     MR. CHAMBERLIN: Yes, when we did the flow, we did

15 the flow of how we negotiated a service order with a

16 customer.

17         CLCs may do that differently.

18         Maybe they're going to ask for credit

19 information first because they're going to decide

20 on creditworthiness if they want that customer.

21         We're trying to map out what is our process,

22 and if the CLC used the same process, how would that

23 look.

24     MR. ARTMAN: I note on page 6 that there's no lines

25 up from the CLC side to SORD.

26         Is that due to a different approach there

27 or --

28     MR. CHAMBERLIN: In the Pacific Bell business a

1    service representative, as they're negotiating the

2    order, they're actually typing the information into

3    SORD.

4            The CLC would be putting that same information

5    on the LSR and then match that up to the SORD database

6    or the RMI database.

7        MR. ARTMAN:  For business customers, does SORD

8    contain information, such as geographic directory

9    coverage and that sort of thing?

10       MR. CHAMBERLIN:  The information that they get is

11   basically a blank screen that has some areas like a

12   listing service, equipment, billing name and address,

13   and the service representative types that information

14   into those areas.

15       MR. GUTIERREZ:  Would Pacific Bell be willing to

16   provide a screen image of the nonproprietary portions of

17   the SORD and these other databases mentioned in the --

18   in your description as part of its supplemental filing?

19       MR. CHAMBERLIN:  You would like to know what

20   our screens look like as far as the SORD screen and how

21   we go through that?

22       MR. GUTIERREZ:  Yes.

23       MR. CHAMBERLIN:  I guess I would ask why.

24       MR. GUTIERREZ:  It's a database.  I'm asking for

25   descriptions.

26           I want to make sure that my processes match

27   your processes, so I'd like to know what your processes

28   are and what's going to get filled on your end.

1          Mr. Artman pointed out the fact that it's a

2     batch process.  We just want to make sure of getting it

3     done the right way.

4          MR. LAKRITZ:  We'll go off the record for a moment.

5          (Off the record)

6          MR. LAKRITZ:  We'll be on the record, please.

7          I think just to summarize, there was an

8     off-the-record discussion between John and --

9     John Gutierrez of Continental Cable and Mark, and

10    I believe that the agreement was reached that Pacific

11    would provide what nonproprietary data needs to be

12    filled in on the various databases and description and

13    what goes into those fields.

14          Is that correct, Mark?

15        MR. CHAMBERLIN:  Right.

16        MR. LAKRITZ:  Other questions?

17        MR. SANDOVAL:  Eric?

18        MR. ARTMAN:  Yes.

19          At one point you mention the Street Address

20    Guide in terms of verifying the street address.

21          Is that the master Street Address Guide, in

22    911 parlance?

23        MR. CHAMBERLIN:  Well, if I could clarify.

24          I was reading off the AT&T and MCI filing and

25    the words that they used, and that's kind of where I got

26    the Street Address Guide.

27          The Street Address Guide is part of -- we have

28    PREMIS, which has the street address information.

1          So we don't actually get the master Street

2    Address Guide as far as 911 parlance.

3         MR. ARTMAN:  And is SORD a Pacific Bell database or

4    a Pacific Bell directory database?

5         MR. CHAMBERLIN:  Pacific Bell directory, or

6    Pacific Bell database.

7         MR. ARTMAN:  Is there access provided to any

8    Pacific Bell directory databases covering things like

9    geographic coverage of directories, or that sort of

10   thing, in negotiating listings?

11        MR. CHAMBERLIN:  In the PREMIS or services

12   validation screen of CLEO it identifies the primary

13   directory for that access.

14        MR. ARTMAN:  Would we be interested in directories

15   for specific references, or how that would be accessed

16   as well, like if a customer calls up and says I'd like a

17   Yellow page listing, or a listing for the entire

18   Bay Area.

19        MR. SANDOVAL:  Someone else had their hand up.

20        MS. BUSSING:  Carol Bussing from Sprint.

21          I would like to request that you take a look

22   at alternative ways to provide the CLECs parity when it

23   comes to reviewing or viewing the CSR and due date

24   information in your filing.

25        MR. LAKRITZ:  Yes?

26        MS. GARRIS:  Ellen Garris, Working Assets.

27          I would like to know if Pacific Bell would be

28   able to provide for us standard database accessibility

and maintenance times for the CLEO system.

MR. CHAMBERLIN:  Is that specific to maintenance if --

MR. SANDOVAL:  Once again, the focus of what we're trying to accomplish is kind a bird's eye view of preordering.

MS. GARRIS:  I'm not talking about maintenance.

We're not able to often get into the CLEO system, and I'd like to know what their internal standards are for having that up and available.

MR. SANDOVAL:  Thank you.

Michael?

MR. HURST:  Well, actually I'm a little confused with that, the nod in response to that question.

Is CLEO used by Pacific Bell employees?

MR. CHAMBERLIN:  No.

MR. HURST:  That's what I am confused about.

MR. CHAMBERLIN:  That's the gateway that the CLC would go into to get into it.

MR. HURST:  How are you going to answer the question?

MR. CHAMBERLIN:  I believe the question was what are the up times for all the databases we use, and with CLEO is CLEO going to be under those system times.

MR. HURST:  Okay.  I've got it.

MR. ARTMAN:  This may be a minor point, but in the middle row of page 6 and 7 that indicate the particular databases, the second database listing on page 6 is

1   SORD, and then on page 7 it's PREMIS, although the arrow

2   that's drawn to, it that comes from a box that says

3   "Access SORD," and I wonder if that

4   is -- that was intention or if that was a misprint.

5        MR. CHAMBERLIN:  It's a misprint, and we'll be

6   correcting that.

7        MR. SANDOVAL:  Are there any other questions

8   for Pacific before we go on to GTEC?

9            Yes, Mike.

10       MR. HURST:  In the capacity listings you have at

11  the back of the page, you have SORD and CLEO, PREMIS,

12  but you don't have FDD.

13           Do we get the capacity -- the flexibility

14  to access that data system?

15       MR. CHAMBERLIN:  It's my understanding that the FDD

16  resides out of the SORD.  It is a part, a subset of

17  SORD.

18       MR. HURST:  So it can handle the same capacity

19  requirement as SORD; is that what you are essentially

20  saying?

21       MR. CHAMBERLIN:  (Nodding)

22       MS. HOWARD:  We'll verify that.

23       MR. HURST:  Okay.

24           Again, we'd like to see the block diagram with

25  the database and describing that.

26           But in particular here, does the service rep

27  have realtime access to that?  That's information that

28  we want to know about.

1   And also about the Street Access Guide data,

2   called SAG data, due date intervals for establishing

3   service, and available engineering design and layout,

4   USOC codes with their English translation, metropolitan

5   street address data and appointment scheduling for

6   service installation, is some of that information

7   available to the service rep realtime when the customer

8   is on line, or is part of it not available and comes up

9   later?

10   I'd like to know where that information gets

11   to the customer in the process and we'd like to know

12   the Pacific Bell standards for the commitment to the

13   customer to provide service.

14   If the customer is asking for new service or a

15   change, what is the time interval within which you have

16   set up as a standard for Pacific Bell to use in meeting

17   those commitments?

18   MS. HOWARD:  Michael, what does that have to do

19   with the OSS?

20   MR. HURST:  Well, again it's the same thing that

21   we talked about earlier in billing, that the system is

22   designed -- if it's the standard, that you're going to

23   tell the customer while they're on the line that their

24   phone number is such and such, and that someone will be

25   out in so many days to install or to make a change, then

26   the system has to be able to give that information to

27   the service rep on line.

28   We want to know what is the commitment

1   standard that you give to customers, and we want to know

2   what the internal one is because if you're not providing

3   those systems to us in a way that allows us to meet

4   those same commitments in that same time frame, then

5   you're not complying with the law.

6          So that's what we're going after.

7      MR. SANDOVAL:  Bill, the technical guy, is going

8   to jump in more for a minute.

9          Once again, I think this goes back to the

10  performance.

11         If other parties say by law you are required,

12  and the LECs come back and say that's not germane to

13  OSS, in the end the issue will be resolved.

14         It may not be resolved here, but it will be

15  resolved through an ALJ Ruling or through depositions.

16         But your question is noted and my own

17  statement is noted, so let's move on.

18         John Gutierrez.

19     MR. GUTIERREZ:  Yes.

20         Michael, I understand the description that you

21  gave out was for a resold service.

22         As was kindly done with billing, could you

23  walk through some of the bundle, say a loop for

24  instance, and the types of things that would be involved

25  in this process as well?

26     MR. CHAMBERLIN:  I'll give it my best shot.

27     MR. GUTIERREZ:  Well, let me add one more thing.

28         To the extent that you can give it your best

1 shot today, fine, and also could you elaborate in the

2 comments to have a fuller description, with all the

3 other things you have to get in?

4 MR. CHAMBERLIN:  I think, as was stated before,

5 I don't have unbundled network elements for sale on the

6 retail side of the house, so it's going to be hard, kind

7 of hard for me to compare and contrast.

8 I don't know.

9 MS. HOWARD:  We're going to reassemble your

10 elements whatever they are, but you're going to have

11 access to same database, like the PREMIS database or

12 telephone number assignments.

13 Not only will you have access to it, you also

14 have the functionality of it so you can pull a telephone

15 number out and use that number when you place

16 your order.

17 So I think that is the sort of things I think

18 you were mentioning.

19 You'll still have access to APTOS, or whatever

20 we have; what features and functions are available on

21 a given switch, you'll still have access to the

22 mechanism and the way that we will order these services

23 on your behalf.

24 When you send the orders to us I think that

25 the service request is a little bit different.  I think

26 it's an ASR as opposed to an LSR.

27 MR. SANDOVAL:  Any other questions before we go on

28 to GTE?

MR. ARTMAN: One request in an area that we have a good deal of interest in is the processes surrounding delivery and access to the customer service records, a little more detail on hat.

MS. HOWARD: The request goes in, whether the production is mechanical or automatic. Those types of things.

These are comments directed to both companies, but that is something that we understand both that's very important from privacy concerns to make sure it's done correctly, and it's very important for speed and turn around times in a marketing situation, and the more information there the better.

MR. SANDOVAL: Mike?

MR. HURST: Yes.

On your page 5, you were supposed to be giving references to AT&T's pleading and you talk about facilities availability, and you say not applicable and you say facilities are assigned as part of the provisioning process.

But as I'm reading this page 5, and as I listened to your description, I thought that the FDD did make a commitment after a phone number was assigned.

So I thought -- isn't the phone number assigned in that initial arrangement?

Isn't there some kind of facility reservation of that phone number that takes place?

MR. VIVEROS: Chris Viveros from Pacific Bell.

1    No.  For business customers we assign a

2    telephone number by using an address -- by taking a

3    user's address, we derive which wire center serves that

4    address and can assign a telephone number out of any

5    switching entity that serves that address.

6        The telephone number is reserved.  The actual

7    the outside plant facilities are not dedicated to a

8    phone number or a line port on a switch.  The

9    presumption is that facilities are available.

10        During the provisioning process, we actually

11    assign facilities for that location.

12    MR. HURST:  So the phone number is reserved,

13    though?

14    MR. VIVEROS:  Yes.

15    MR. HURST:  So we're particularly interested here

16    in what information is available to the service rep in

17    what --  realtime, how is that information available to

18    them, and what is the standard for making a commitment

19    to customers about what the phone number is going

20    to be?

21        I mean is the expectation that you'll be able

22    to give that phone number to that customer on the

23    initial call for service?

24    MR. CHAMBERLIN:  I can share with you that

25    when we give them the telephone number, we do ask that

26    they don't print it at on checks or anything until

27    the service is actually in and working, and the same

28    with CLCs.

1    In discussions we've had with CLCs

2    we recommend that they do the same thing.

3            There are sometimes some strange nuances that

4    happen with telephone numbers.

5        MR. HURST:  And I will say we would like -- this is

6    sort of the part of the general thing -- but the

7    capacity requirements on the SSI, with the single system

8    imaging.

9            I don't know if this is a database or system.

10   It's not clear from that, and the Exchange Plus, and

11   these are things that are identified in your pleading

12   that aren't listed on the capacity list in the back.

13       MR. SANDOVAL:  Sheila?

14       MS. HOWARD:  Yes.

15           I just want to say that, remember, you didn't

16   want us to get into ordering yet.  You wanted us to stop

17   at preordering.

18       MR. HURST:  I'm sorry.

19       MS. HOWARD:  So we are doing that.

20           But I just wanted you to understand that we

21   have not gotten GTEC's yet, nor has Mark really talked

22   about our ordering.

23           It's all right if you want to progress, but --

24       MR. HURST:  I didn't realize those systems were not

25   available on preordering.  They're mixed together.

26       MR. SANDOVAL:  I'd like to move on to GTEC.

27           So if there aren't any other questions for

28   Pacific, I'd like to be sure that the questions for

1  GTE -- the questions that have been asked of Pacific are

2  also clear to GTE, and if GTE has any follow-up

3  questions of the questions that have been asked of

4  Pacific.

5      MR. LANGLEY:  Would you like for us to give an

6  overview of our system?

7      MR. SANDOVAL:  Please.

8      MR. CHAMBERLIN:  Thank you.

9      MS. HOWARD:  Thanks, Mark.

10      MR. SEIBOLD:  My name is Chuck Seibold.

11          Our situation is a little benefit different

12  in that we're having to accommodate preordering

13  capabilities in 28 states with several different

14  fulfillment systems.

15          We have a unique order entry system in

16  California that we don't use anywhere else, and we're

17  also in the process of migrating to a new set of

18  systems, suite of systems from everywhere, especially

19  with respect to ordering and provisioning.

20          So we are -- in our attempt to comply with the

21  FCC order, we entered into a development process whereby

22  we tried to avoid writing throw-away code because of

23  this migration process that's going on.

24          The bottom line here is that we actually, in

25  some states, are providing better functionality to the

26  CLECs for preordering than we are our own reps, and

27  especially in California.

28          Our order entry process is somewhat

1    intertwined with our provisioning process in the sense

2    that the on-line rep does have accessibility to the

3    facility status at the premise, and we of course observe

4    that in our preordering process for CLECs as well.

5            In other words, in order to commit a due date,

6    we want to be pretty sure we know what the ability to

7    serve is.

8            So we do in fact reserve loop facilities

9    during the preorder process.

10           Now, there are of course instances where

11   that's not possible, and an indicator is not returned to

12   CLEC if there's a problem there, but we do make a note

13   of it on the record that we record so that that gets

14   attention when the LSR actually comes in.

15           In our case, the selection of telephone

16   numbers for single line service is mechanical and that's

17   passed on to the CLECs through -- I guess I should back

18   up a second.

19           We have developed what we call a Secure

20   Integrated Gateway System to provide CLECs entree into

21   our OSS functions on a secure basis so that we can

22   control the segregation of proprietary versus

23   nonproprietary information, and so forth.

24           The primary functions for preordering involve

25   selection of telephone numbers, committing due dates,

26   verifying service address, and providing products and

27   services available by local serving offices.

28           Our service street address guide that we use

1      for this purpose is the same street address guide our

2      own reps are using.

3      In fact, we provide it on request via NDM or

4      mag tape in its entirety, and I believe at least several

5      of the companies represented in this room have received

6      those file transmissions.

7      Our products and services by wire center are

8      also available in that same fashion.

9      These files are updated monthly and those

10      who wish to receive a regular distribution get -- do so.

11      We do have a concept that we call

12      Express Dialtone where we leave -- may have left in --

13      I'm trying to think of what the Bell System calls them.

14      Anyway, we leave in the complete loop and

15      office equipment and a telephone number is assigned.   ]

16      In the case that a CLC happens to land on one

17      of these addresses, we do provide as a first choice a

18      phone number, the phone number that's left in.

19      So that is passed on to the CLC just as it is

20      our own reps.

21      And we, of course, have the opportunity to

22      say:  I don't like that number.  Give me a different

23      one.

24      Our automatic telephone number selection for

25      our own reps is limited to single-party service.  We

26      don't distinguish whether it's measured or flat for that

27      purpose.

28      We also provide, through our pre-ordering

1  capability, the ability to select a telephone number for

2  an advanced directory listing.  In other words, just

3  a pure reservation; that you don't intend to apply right

4  away to the service.

5           For committing due dates, we will also commit

6  a due date for an unbundled loop without a telephone

7  number attached.

8           When we -- when we -- I think I mentioned we

9  do reserve these facilities as we select them, to make

10  sure that we can comply with the committed due date we

11  provide.

12      MR. SANDOVAL:  Excuse me, Carol.

13           Were you done, sir?

14      MS. BUSSING:  No.  Go ahead and finish.

15      MR. SEIBOLD:  I think I pretty much finished.

16      MS. BUSSING:  Carol Bussing with Sprint.

17           Will SIGS, your new gateway, provide the

18  Customer Service Record, CSR, through that gateway?

19           And have you got the measurements and

20  performance on those to be able to share them?

21      MR. SEIBOLD:  We don't currently.

22           As I said, we are migrating to some new

23  systems.

24           It was an extraordinary development effort to

25  try to segregate the information on our Legacy -- on the

26  systems we're trying to move off of.

27           As soon as we get to -- well, actually, we

28  have a subsequent release scheduled that may not require

1    the new system.  That's still being architected.

2          But in answer to your question, right now we

3    do not provide the CSR through SIGS.

4          We intend to as soon as we can.

5    MS. BUSSING:  If you could just put in the filing

6    then the target dates for that information, when that

7    would be available, and also the date on when the system

8    can be measured as far as response time for the CLCs,

9    that would be great.

10          Thanks.

11    MR. SANDOVAL:  And Pacific's nodding yes or

12    shaking.          .

13    MS. BUSSING:  What was that?  How we don't have

14    that --

15    MR. SANDOVAL:   Chris, did you want to respond to

16    the request also?

17    MR. VIVEROS:   Well, I'm not exactly sure how we

18    would respond to the first part of the request.

19    MR. SANDOVAL:  Okay.

20    MR. VIVEROS:  We're talking about response time

21    measurement is available.  That's clearly understood.

22          But would I need a clarification on the first

23    half of the request.

24    MS. BUSSING:  About the CSR?

25          The request is when would the CLCs be able to

26    receive through either the gooey front ends or

27    a gateway -- graphical user interface --

28          Today we are not able to see the CSR

1    information.

2         When will the Pac Bell and GTE be able to

3    provide that information in the current systems that

4    they're providing today?

5         MR. SANDOVAL:   Well, there was one other question

6    before we move on, or -- go on, sir.

7         MR. READ:   I have a quick general point.

8         My name is Nathaniel Read, R-e-a-d.

9         People need to spell out acronyms.

10        The term CSR has now been used to mean two

11   different things, Customer Service Rep and Customer

12   Service Record.

13        MR. SANDOVAL:   -- record.

14        MS. BILLINGSLEY:   And when I say rep, I mean

15   representative.

16        And so for everybody in the room and for

17   clarity of the record, please spell out acronyms the

18   first time you use them.

19        MS. BUSSING:   Yeah.

20        When you're talking -- we'll make it easy.

21        When you're talking the application, it's

22   records.   Maybe that will help.

23        MS. BILLINGSLEY:   I understand.

24        MS. BUSSING:   Yeah.   Yeah.

25        MR. SANDOVAL:   Okay.   Michael.

26        MR. HURST:   All I want to know is is there any

27   coincidence that there are CESAR, SORD, and Cleopatra

28   all on the same system?

1    (Laughter)

2        MR. HURST:  But the question I have is, for due

3    date reservation, service availability information, and

4    appointment scheduling in particular -- but, you know,

5    I read this list earlier for Pac Bell -- but for those

6    things in particular, we'd like to know what your system

7    is capable of doing.

8        I mean when can you give a customer a due-date

9    reservation?

10       What information do you need to give them that

11   if it's on-line when they call -- what information do

12   you need if you're going to give the due-date

13   reservation on line, or if you're going to tell them the

14   appointment scheduling, or if you're going to tell them

15   service availability information on-line, where is that

16   information coming from?

17       If it's not on-line, how long before you're

18   expected to get back to the customer upon a query for

19   service with that kind of information?

20       And what are the systems that do that?

21       MR. SANDOVAL:  Thanks.

22       MR. HURST:  I mean you don't need to answer this

23   right now, but that's the kind of information we've been

24   receiving.

25       MR. SIEBOLD:  Well, I guess I should point out, we

26   also provide an 800 number to call for items that are

27   not handled by the on-line system, and this pretty much

28   matches what our own reps have to do.

1        If you've stumbled across a particular feature

2   that's not handled mechanically, our own reps pick up

3   the phone and call the provisioning center, and we have

4   basically entered that capability through the CLCs.

5        MR. HURST:   Okay.   But my question goes to what you

6   do for yourself.   You know, how -- what is the time

7   expectations for responding to a query from a customer

8   for a due-date reservation or service availability or

9   appointments scheduling.

10       MR. SANDOVAL:   Thanks, Michael.

11       MR. HURST:   Okay.

12       MR. SANDOVAL:   Were there any comments that GTEC

13  wanted to add or any other questions from the folks in

14  the audience?

15            (No response)

16       MR. SANDOVAL:   Okay.   It looks like it's just

17  about lunchtime.

18            We'll be off the record, please.

19            (Whereupon, at the hour of 12:00 noon,

20       a recess was taken until 1:15 p.m.)

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22                 *  *  *  *  *                        ]

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1    AFTERNOON SESSION - 1:19 P.M.

2    * * * * *

3    MR. SANDOVAL:   We'll go on the record.

4        And before we jump into Pacific's OSS/Ordering

5    example, I'd like to also capture what may be a point of

6    difference or disagreement between Mr. Khanna and his

7    firm and Pacific with regard to some information that

8    Mr. Khanna has requested of Pacific.

9        Before lunch Pacific noted that, by virtue of

10    the nature of the information requested and by virtue of

11    the fact that it was quite detailed, they may not be

12    able to respond in a manner that also would allow them

13    to -- that would allow Pacific to respond to not only

14    all the questions presented to Pacific with regard to

15    multiple OSS issues but also specifically with regard to

16    Mr. Khanna's questions.

17        So, with that in mind, I guess the record will

18    show that, at least Pacific being here and Mr. Khanna

19    not, will -- may not have the time or will not be able

20    to respond to those questions in a timely manner;

21    however, it is also noted that the Judge may order

22    depositions with regard to that matter.

23        So -- and that's all I have to say with regard

24    to that.

25        With that in mind, why don't we jump into

26    Ordering.

27    MR. CHAMBERLIN:   Mark Chamberlin, Pacific Bell

28    again.

1        As I discussed this morning before lunch, in

2   the filing that we submitted on March 4th, that the

3   flowchart had to do with how to order a single business

4   access line, retail -- our process in retail as well as

5   resale equivalent that we've designed.

6        We don't have different flowcharts for

7   preordering and ordering because they pretty much

8   overlap, and so the flowchart that we included in our

9   March 4th filing is both preordering, ordering, under

10  the title of Ordering.

11       As I look through what we attempted to do by

12  mapping out what AT&T and MCI's request was around

13  ordering, the first item was Systems that Organize the

14  Ordering Process to Ensure Accurate and Complete

15  Orders.

16       Our service representatives in Pacific Bell's

17  business office -- when placing an order for new

18  service, they actually request through SORD a screen for

19  new orders.  And that screen is formatted in a way that

20  the service rep can go through the order and make sure

21  they capture everything such as listing information,

22  billing information, credit information, and how the

23  customer ultimately wants their service configured.

24       We believe that the CLC has that opportunity

25  on their LSRs.  And that's how they would go about

26  following the process of what needs to be discussed with

27  their end-user customer.  In addition, any nuances that

28  they have in their order process that's different than

1   ours.

2           Systems that publish the order throughout the

3   ILEC departments -- that's the same database, and the

4   database I'm speaking to is Service Order Retrieval and

5   Distribution, as we call, SORD.

6           And once that order is completed, it is issued

7   so it goes through all the various systems that need to

8   get that order for provisioning, which we'll be talking

9   about next.

10          Reservation System, Assignment System, and

11  Identification Methods to Commit Facilities to Meet

12  Requests for Service:  We don't proactively reserve

13  facilities when negotiating an order for new service.

14          We place the order, and during the

15  provisioning facilities are committed to through the

16  various systems.

17          Describe how ILECs verify installation for

18  change in service?

19          We have no reference for retail or resale.

20          Pacific Bell, if we should get a call from

21  a customer after the order has been issued, they would

22  pull the service up in SORD to determine when the order

23  was going to be completed based on the due date that was

24  negotiated at the time that we placed the order, and any

25  changes that the end user would like to make at that

26  time is handled by the service representative issuing

27  a correction on the order and then resending it through

28  the system.